STENTOFON

User Manual

Master Station Dual Display

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MI 30211
02-09

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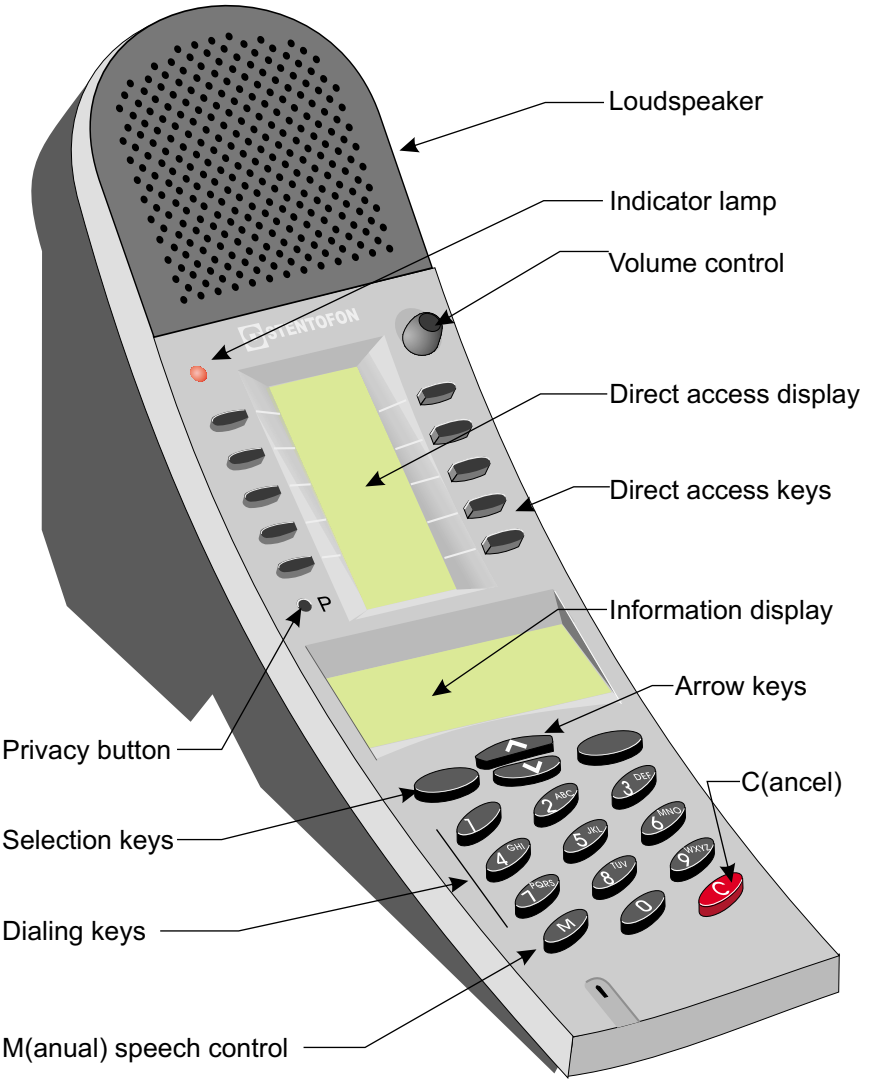
MASTER STATION WITH DUAL DISPLAY



INTRODUCTION

The STENTOFON Master Station with Dual Display is designed for table-top mounting in office and bank/finance environments . An optional noise canceling goose-neck microphone can be mounted in noisy areas.

The station may use 20 or more Direct Access Keys (DAK) divided into pages of 10 DAK keys with information text for each DAK on a 5-8 character display.
The standard is 2 DAK pages but may be more depending on system size and configuration. Contact the STENTOFON supervisor in your company.

The dialing keys 2-9 have letters to be used for search facility in the intercom directory and display text editing. The station has 4 specific navigation keys used in menus.

Information, guidance and menus are shown on a large 4 line graphic display.

Most functions and codes are the same as for the STENTOFON stations in the InterGuard range. Special functions that require additional equipment are marked in the text where necessary.

To benefit from the new features in the Dual Display Station, the AMC card in your AlphaCom exchange must have SW version 900 or later. In earlier versions the text in the DAK display can not be edited and the info display will show two lines only.
You can check the AMC SW version by dialing 789.

Note that default directory numbers and time-out periods are used in this guide. They may have been changed to meet the special requirements of your AlphaCom installation. If you are in doubt, contact the STENTOFON supervisor in your company.

The company reserves the right to modify designs and alter specifications without notice, in pursuance of a policy of continuous improvement.

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MAKING INTERCOM CALLS

Starting and ending a hands-free call

To call another station:

Dial the station number

or, if the number has been preprogrammed:

Press the direct access key (DAK)

The red lamp lights on both stations when the call is connected and you hear a short tone.

To end the conversation:

Press C

The red lamp goes out.

Calling to and from noisy rooms

If there is disturbing background noise:

Press M while you speak

Release M while you listen

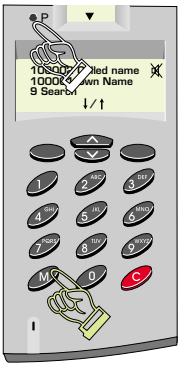
You are now in simplex mode.
The volume will increase at the listening end.

To go back to automatic direction switching:

Press M briefly

Either party can use the M-function.

Private mode



In PRIVATE mode, calls do not come through directly but are indicated by a ringing tone in both stations.

To set the station in PRIVATE mode:

Press the P button

A “Loudspeaker mute” icon will be shown in the information display

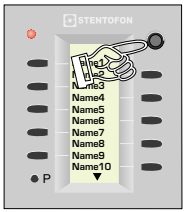
If you want to answer the call:

Press the M button

within 30 seconds. After 30 seconds the call attempt is automatically canceled.

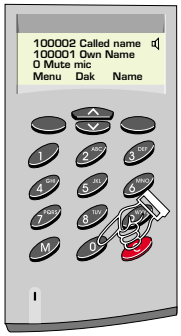
Your system may be set so that some calls are always in OPEN or PRIVATE mode regardless of switch setting.
Incoming telephone calls are normally announced by private ringing.

Adjusting the sound level



Turn the volume knob to required sound level.

Muting the microphone



To mute the microphone:

Press digit 0 during conversation

To open the microphone again:

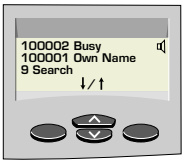
Release digit 0

If someone is not at their station

You have several possibilities:

Activate the preprogrammed search list,	**see page 8**
Send a Call Back message,	**see page 12**
Send a voice/text message,	**see page 12**
Activate the person's pocket pager,	**see page 21-23**
Cancel and make a group call (or all call),	**see page 8**
Cancel and use the re-dial feature later,	**see page 15**

Waiting for a busy station to become free



If a station or a feature that you call is busy, you will hear a "busy" tone and your display will show "Busy".

You can either:

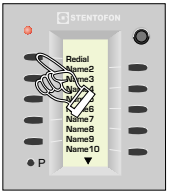
Press C to disconnect and try again later

or

Wait for up to 30 seconds

If the station or feature becomes free within 30 seconds, you will be connected automatically.

Re-dial

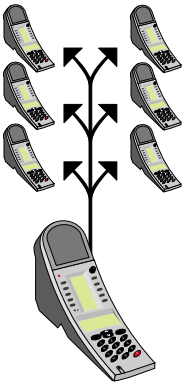


You can program one of the DAK keys on your station to re-dial the last intercom number dialed from the station. See page 28 on how to program a single-touch key.

The default directory number for the re-dial feature is 9532.

SEARCHING FOR A PERSON

Voice paging - calling a group of stations



You can search for somebody by making a Group Call from any station if not disabled in the exchange).

Each group has its own directory number. Default numbers are:

Group 1 - 5: **84 - 88 (84 includes all subscribers)**

Group 6 - 15: **890 - 899**

Making a Group Call:

Dial the directory number for the group

Wait for the chime signal

Press M while you are speaking

The audio goes to all stations in the group.

If you want an answer:

Wait

If not:

Press C

The answer time is one minute by default.

To repeat your message:

Press M while you are speaking

To extend the waiting period by another minute:

Press M lightly

To make an All Call (all stations in the system):

Dial 84

For programming your group membership, contact the STENTOFON supervisor in your company.

Answering voice paging (meet me)

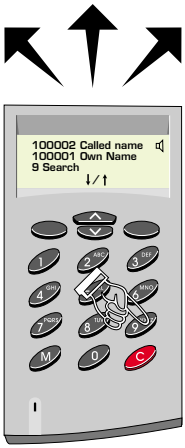
Dial 99 on the nearest intercom station within the answer period (1 minute)

You are automatically connected to the person who initiated the call.

Pocket paging

The Pocket Paging features are described on pages 21 to 23.

Search list



Each station can have a preprogrammed search list. The list can include an ordinary directory number, a group call number, or a message to a pocket pager.

If you want to search for a person:

Dial the extension number

If no one answers the call:

Press 9 to activate the first step on the list

If no one answers your search, you can activate the next step by pressing 9 once more.

If the station you call has no search list, or if you have come to the end of the list, pressing 9 has no effect.

For programming your search list, contact the STENTOFON supervisor in your company.

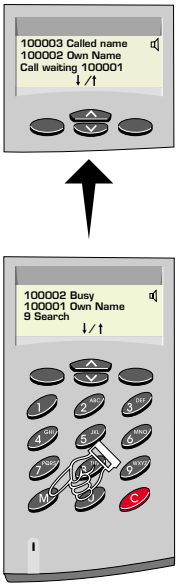
Automatic search

The system can be set up so that the search list is automatically activated when you get an absence message or after a time-out for private ringing.

Please contact the STENTOFON supervisor in your company to have this feature implemented for a station.

PRIORITIES

Priority features



Your station can be assigned one of several priority features. Please contact your STENTOFON supervisor for the assignment of these priority features to your station.

PRIVATE / Message Override

Dial 59 or press M to break through a private setting or an absence message left at the station (like "Busy at the moment").

Busy Notify

When the station you call is busy:

Dial 57 or press M to send an attention tone to the busy station. At the other end, the display shows who wants to reach you.

Busy Override

When the station you call is busy:

Dial 58 or press M twice quickly. This cancels the current conversation, and you are connected.

Priority setting for the station

Your station is set up to have a priority level (out of four). Depending on the priority setting, outgoing calls will behave differently:

Make outgoing calls in private

Override private setting

Override an absence message

Connect you to a busy station (and disconnect the ongoing conversation)

Please contact the STENTOFON supervisor at your company for the set-up of your station priority level.

ABSENCE MESSAGES

Requires additional equipment in the exchange for voice messages.

Leaving an absence message at your station

You can leave a prerecorded absence message at your intercom station. Anybody who calls your station will hear the message. The messages also allow you to include appropriate information on time, date or telephone number.

Dial message number +
– **Extra digits for time/date/telephone no. (optional)**
or
– **Dial M**

If you use the additional digits, you need not press the M-key. The message is also accepted after a timeout.

See the list of messages in the mini manual.

When you have dialed the number, the message is read back or displayed to you.

If you select the wrong absence message or enter the wrong time, date or number, **press C** to cancel the operation and you can start again.

The red lamp on your station flashes and an intermittent bleep sounds to indicate that there is an absence message. If the bleep disturbs you, set the station in PRIVATE mode. The absence message will appear in the display.

Leaving an absence message from a remote station

If you are at another station and you want to leave an absence message at your own station:

Dial your own station no. + 50 + message no. + digits for time/date/telephone + M

Note: It is not possible to delete an absence message from a remote station.

Removing an absence message

To play back a voice message:

Dial 70

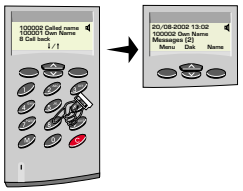
If no message is left at your station you will hear *"No Messages"*.

Your own message is automatically removed and the red lamp stops flashing.

VOICE / TEXT MESSAGES

Requires additional equipment for voice messages.

Leaving a call-back message



Press 8 while connected to a station.

The text/voice message " Call intercom number xxxx" is automatically registered at the other station.

Answering a call-back message

The lamp and display on your station indicate that there is a message waiting. The number of messages is also shown.

Dial 70 to read/listen to the message

Press 8 to set up a conversation with the station that left the message

It is possible to scroll through Call-Back messages without deleting any by pressing 9.

Sending a voice / text message to another station

See the list of messages in the mini manual.

Dial the station directory number + 7 + message number +
– M
or
– extra digits for time/date/telephone no.

Removing a message / reading back messages

If you have received messages, the red lamp in the station flashes, and you can hear a bleep at regular intervals.

To indicate that you are present and to read any messages:

Dial 70

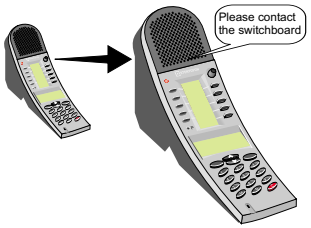
Any messages are played back for you or you hear "No Messages".

Your own message is automatically removed and the red lamp stops flashing.

If there are several voice messages you have the following options:

Press 0	Delete the message and play the next one (if any)
Press 1	Repeat the message
Press 7	Play back the previous message
Press 8	Call sender of message (and delete the message)
Press 9	Play back the next message (if any) without deleting the previous one
Press C	Disconnect (and keep messages)

Reading messages from a remote station



To remotely play back the messages left at your station.:

Dial station no. + 51

Note: It is not possible to remove a voice message from a remote station.

VOICE HELP FEATURE

Requires additional equipment

Voice help

The intercom station has an automatic help system with voice messages.

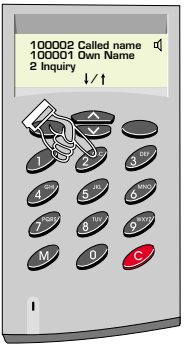
In some situations you will get a voice help message if you hesitate before carrying out the next step in a function. The help message stops when you press a key.

If you already know exactly what to do, there is no need to wait for a help message.

You will also get help information in the display.

TRANSFER FEATURES

Inquiry call



When in conversation with a person:

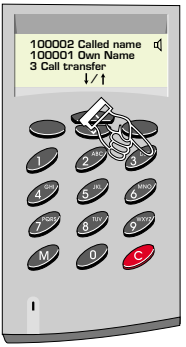
Press 2 to park the ongoing conversation

Dial the directory number of the other person or feature you want to reach

By pressing digit 2 you can switch between the two conversations and keep the other parked (Brokers function)

Press C to disconnect the ongoing conversation

Call transfer



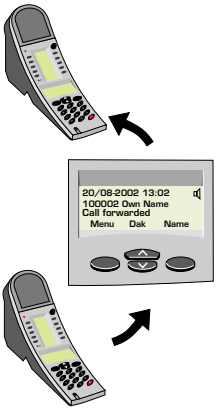
When you have made an Inquiry Call you can establish a conversation between the two other parties and disconnect yourself.

When in conversation with someone:

Make an Inquiry Call to another station by pressing 2 + directory number

Press 3 to connect the two stations. Your own station is automatically disconnected.

Call Forwarding



To forward your calls to another station:

Dial 71 + station number

To cancel forwarding:

Dial 70 from your own station

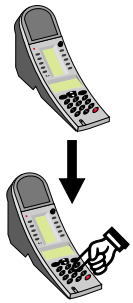
To turn on forwarding from a remote station:

See Follow Me below

To cancel forwarding from a remote station:

Dial 73 + your own station number

Follow me



To turn on forwarding from the destination station:

Dial 72 + your own station number

To cancel Follow Me:

Dial 70 from your own station

To cancel Follow Me from a remote station:

Dial 73 + your own station number

REMINDER - WAKE-UP CALL

To set reminder time:

Dial 7883 + hour, minutes + M
(if it is within 24 hours)

If not within 24 hours:

Extra digits for day and month

Your station rings at the time you have set.

To stop the ringing:

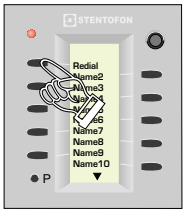
Press any key on the station

To remove reminder time:

Dial 7883 + M

There can be one reminder/wake-up call per station.

RE-DIAL



To re-dial the last number:

Enter the re-dial directory number (9532) on one of the single-touch keys; see page 27.

It is not possible to re-dial telephone numbers.

CALL REQUEST

To make a Call Request:

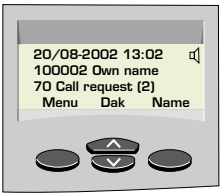
Dial 623 + the station number

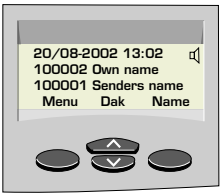
You will hear a voice message: "**Your call is registered. Please wait."**

The message is spoken in English, Norwegian, German and French.

The display shows: "**Call registered, please wait.**"

The lamp on your station flashes until the call is answered.





To answer a Call Request at the called station:

There is a notification tone for each Call Request

The red lamp starts to flash.
The display shows the number of messages at your station waiting to be answered

Dial 70

The display shows the number and name for the first Call Request sender

Press 8 to call the sender and remove the Call Request from the list

You also have the following possibilities:

Press 0	Delete the message without answering
Press 1	Repeat the message
Press 7	Go back to the previous message
Press 8	Call the sender and remove the request
Press 9	Go to the next message without deleting the previous one
Press C	Disconnect and keep messages

The Call Request feature is usually used for dialing from a substation to a control room station. The Call Request number is then programmed on one of the keys on the substation.

RADIO / MUSIC PROGRAMS

Requires additional audio sources.

A number of radio channels, music or internal programs are available, depending on your installation.

Selecting a program

Dial the program number
program 1 - 6: 801- 806
program 7 - 38: 8101 - 8132

Frequently used programs can be programmed to a DAK.

The program is by default temporarily interrupted by outgoing and incoming calls, but it remains on during Group Calls and All Calls.

Switching off a program

Press C
or

Dial 800

Stepping through available programs

Dial 790 for next program

Dial 791 for previous program

Stepping up and down can be programmed to a DAK

Program off (800) is included in the list.

Turning on/off programs to other stations

Setting up a program to other stations:

Dial 74 + subscriber number + program number

Setting up a program to a group of subscribers:

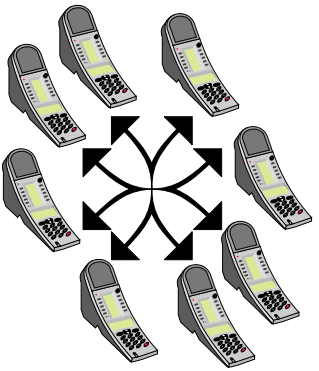
Dial 75 + group number + program number

Turning off a program at another station/group

Dial 74 or 75 + group number + "program off" number (800)

Access to set up programs remotely can be restricted to certain stations.

CONFERENCE



Dial the conference directory number
You can then listen to the conversation going on in the conference.

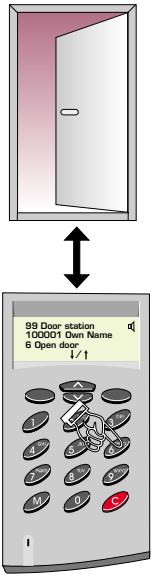
The conference number(s) are programmed in the exchange.

DAK keys may be programmed to direct access to conference groups

Press M to talk into the conference
The red lamp on your station lights up to indicate that the microphone is active. Only one person can talk at a time. If you try to press M while someone else is speaking, it has no effect.

☞ *While listening to a conference, you can use your station for ordinary incoming and outgoing calls.*
It is not possible to listen to a program while using the conference feature.
You can include/exclude members/groups remotely as for program setup; see page 20. Conference off= 800.

DOOR OPENING



Requires additional door lock equipment.

Door group call:
Pressing the door station key sets up a group call to a number of stations.

Answer by dialing 99
You can then talk to the person who is at the door.

Opening the door:

Press digit 6 while in conversation with the door station

Direct call from a door
Pressing the door station key sets up a conversation to one station.

Opening the door from the called station:

Press digit 6 while in conversation with the door station

TELEPHONE CALLS

Requires additional equipment.

If you have a telephone interface installed, you can reach telephone subscribers from your intercom station – both internal and external numbers.

Making an internal telephone call

This function is available only if the telephone interface is connected to a local PABX.

Either

Press 0 and wait for dialing tone

Dial internal telephone number

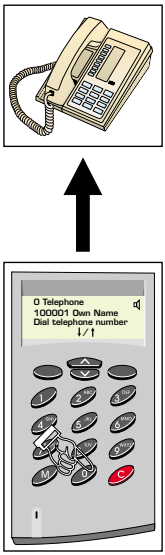
or

Dial internal telephone number

End the call by pressing C

Contact the STENTOFON supervisor for more information on the set-up of your system.

Making an external telephone call



Depending on the system configuration you can

either

Press 0

Dial the external telephone number

or

Press 0 and wait for dialing tone

Dial digit for external telephone call (usually 0)

Wait for dialing tone

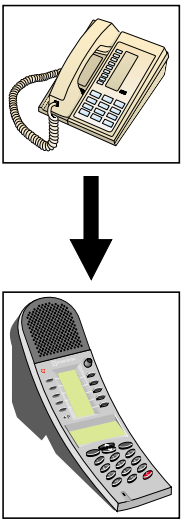
Dial telephone number

End the call by pressing C

☞ *Telephone numbers can be programmed on a DAK key.*

Contact the STENTOFON supervisor at your company for more information on the set-up of your system.

Calling from a telephone to an intercom station



The telephone interface is set up to allow either direct calls to one specific intercom station or two-step call to the intercom station you choose. If you are not put through to a specific station directly, you will hear a tone or a voice prompt like: *"Dial the intercom number"*

Dial the telephone number for the telephone interface

If possible

Dial the directory number for the intercom station

If your telephone has # and * keys, you can use them to activate intercom features:

Press * to activate the M-key (0.5 second)

Press # to release the M-key

Press ## quickly to disconnect the current inter-com station. The telephone line is not disconnected, and you can dial another intercom number within 25 seconds.

To end the call:

Replace the telephone handset

If two-step dialing is used, by default telephone callers have access to intercom features like group call and leaving voice messages. They are normally restricted from activating features like audio pro-gram selection and making outgoing telephone calls.

For more information on available features, please contact the STENTOFON supervisor at your company.

Receiving a telephone call at your station

Telephone calls usually "ring" on your intercom station.

Press M to accept the call

End the call by pressing C

A telephone caller will hear any absence message left at your station.

POCKET PAGING

Requires additional equipment.

Paging with answer option:

Dial the intercom number

Dial 45 and wait for an answer

Dial 47 and send a voice message

Paging without answer option:

Dial the intercom number

Dial 44 and send the calling station's number as a text message

Dial 46 and send a text message to the pager

NOTE: If the subscriber does not have a pager, the attempt is ignored.

Search

Press 9 Search list

For users with pagers, the pager option is usually first on the list

Paging with answer option

Waiting for an answer:

Dial the intercom number

Dial 45

Wait for the paged person to answer

The default time-out is 30 seconds.

When the paged person answers, an ordinary intercom conversation is set up with the person who initiated the paging.

Voice message paging:

Dial the intercom number

Dial 47

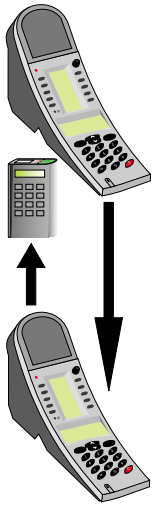
Dial the message number and any extra digits required

Press M if you have not entered the maximum possible number of digits

See the list of messages in the mini manual

When the paged person answers by dialing the answer code, the voice message is played back. The person initiating the paging gets an acknowledge message when the paging has been answered. No conversation with the paged person is possible.

Answering paging (meet me)



If you have been paged with an answer option, there are different ways of answering, depending on the pager type and the exchange programming.

At the most convenient intercom station, either:

Dial your personal answer code

or

Dial the answer code shown in the pocket receiver display (default 980 - 989)

If your pager has no display:

Dial 96

Depending on the type of paging sent out, you are either connected to the person who initiated the paging, or you will hear a voice message.

Paging without answer option

Sending the station number as a text message:

Dial the intercom number

Dial 44

The pager display shows the directory number of the station activating the paging. Answer the paging by dialing the directory number at the nearest intercom station.

Sending a text message to the pager:

Dial the intercom number

Dial 46

Dial the message number and any extra digits

Press M

The text message and the directory number of the station the message was sent from, appear in the pager display. If the pager in question does not have a display, the attempt is canceled with a failure tone after 3 digits have been pressed.

Available messages: As for paging with voice message.

Paging without calling an intercom station

You can activate a paging call from your intercom station to a pager directly, without calling a station first.

Dial the pager directory number

Then you have the following options:

Dial 44 - Send your own station number as text message

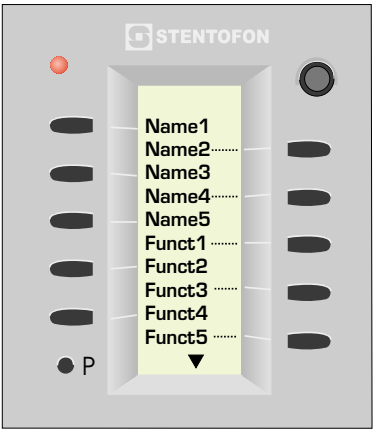
Dial 45 - Wait for an answer

Dial 46 - Send a text message

Dial 47 - Record a voice message

DISPLAY INFORMATION

Direct access key display



The DAK button functions are shown on a display between the key rows.

An arrow symbol at the display top or bottom indicates previous or next page. The ↑ and ↓ buttons are used to scroll between two DAK pages in idle mode.

The text type shown in the DAK display is selected from 3 types:

– 1. User defined text programmed in the DAK string.

– 2. The first letters (5-8) of the name related to the feature or directory number assigned to the DAK key.

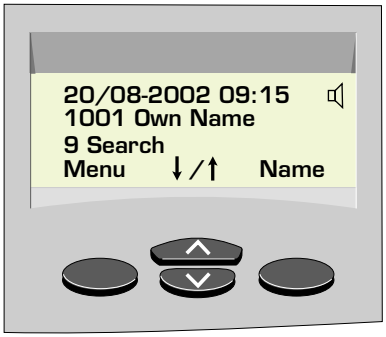
– 3. The directory number assigned to the DAK key.

Information display

The information display has 4 lines with 20 characters each. The display info may be date and time, own and called name and directory number, available functions and help guidance, messages and status. The last line show the selection keys functions in the actual mode.

The display text will change according to your actions and the possibilities in the actual station mode.

Idle station

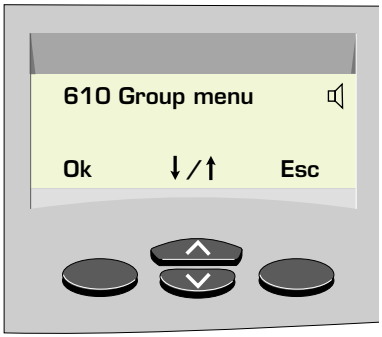


In idle state, the display shows the date and time and own number and name (as set in the AlphaPro program).

The arrow keys are used for switching between the two DAK pages.

.In the upper right corner there is a loudspeaker symbol ( ) telling that the station is open. By pressing the “P” button to set the station in private, the symbol will change to a flashing loudspeaker with an X ( ).

Menu



The [Menu] button will open the main function menu

Scroll up / down the menu with the arrow keys

Select the desired main function by pressing [Ok]
or dial the shown code number

The secondary menu is shown.

Scroll up / down the secondary menu and select by [Ok]

The function will the be executed.

Go back to the Main Menu by pressing the [Esc] button

Press [C] to return to idle or wait for time-out

Name

The [Name] button is used to open the subscriber directory. See page 8.

Help messages

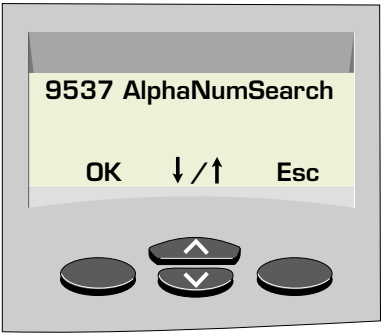
This is convenient if the person you call is not at the station, or if you during the conversation want to make use of a function.

The information displayed depends on the situation. Just follow the instructions given in the display.

Subscriber directory

Name search

You can look up a subscriber's directory number by use of the built in search feature.

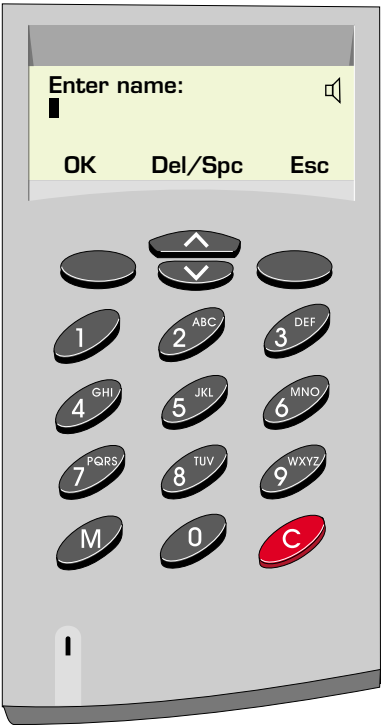


Press the [Name] button.

The display will show:
AlphaNumSearch

If the arrow keys are pressed, the menu will change to:
EditDAKText or ProgramKey

Confirm by pressing [Ok]
The keyboard is now changed to alphanumeric equal to mobile phones.



Type in a name to search for
The complete name or only the first characters can be typed in.

– The upper arrow key acts as a delete key (character to the left)
– The lower arrow key acts as a space bar

Press the [Ok] button when the search character(s) are typed in
The AlphaCom sends back the matching name or the closest match.

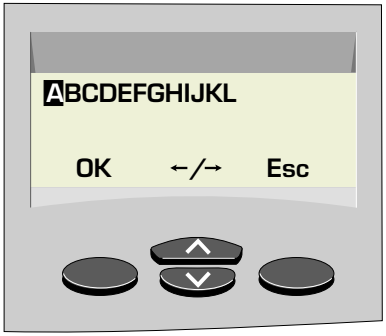
Use the arrow keys to scroll in the directory table if needed

Press the [Ok] button to make the call or Esc to cancel

The Esc button brings you back to the alphanumeric input for additional changes or input. The C key brings you back to idle.

Traditional search

The search feature may also be initiated by dialing 614 or by selecting a DAK key programmed to 614.



When this Search function is chosen, about half the alphabet is shown. The second half is shown when the cursor passes the last letter.

Select the first letter in the name by the arrow keys

Confirm by pressing [Ok] or [Esc] to cancel

The first name starting with this letter is displayed.

Use the arrow keys to scroll to the desired name

Select [Ok] to initiate the call

Check Station Identity

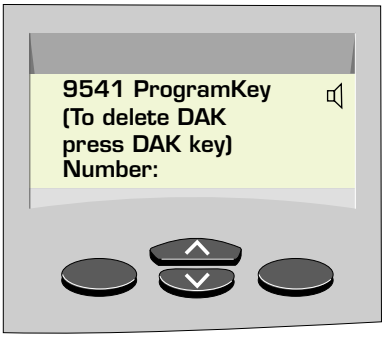
Dial 789

The display shows directory number and AMC software version. After a few seconds it automatically shows the physical number and software version.

PROGRAMMING DIRECT ACCESS KEYS

Program DAK call numbers and functions

The DAK keys give you immediate contact with 20 of your most frequently used extension numbers and functions.



Enter a number on a DAK key:

Select [Name] in idle state or dial 784

Push the down arrow key to read "ProgramKey"

Select [Ok]

Enter the desired directory or menu number

Press the single-touch key you want to use

If the DAK is already in use the new entry will override the old.

To find the function number, see the mini manual or select the function from the "Menu" and note the number displayed in front of the function name.

It is possible to add additional digits for time/date which may be useful for leaving prerecorded voice messages.

Delete DAK call numbers and functions

Remove a number from a DAK key:

Select [Name] in idle state or dial 784

Push the down arrow key to read "ProgramKey"

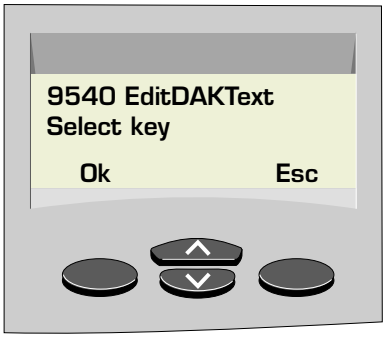
Select [Ok]

Press the DAK key you want to clean

Confirm by pressing [Del]

Edit a DAK key text

The text on a DAK key is determined by the default program text. If this text is not suited for the display, it may be changed by the user.



Select [Name] in idle state or dial 784

Push the up arrow key to read "EditDAKText"

Select [Ok]

Press the single-touch key you want to edit

The keyboard is now prepared for alpha-numeric entries.

If the DAK text was previously edited, the text appears. Default text is not shown.

Use the arrow keys to navigate

– The upper arrow key acts as a delete key (character to the left)
– The lower arrow key acts as a space bar

Enter the new text, max 8 characters

Confirm by pressing [Ok]

GOOSENECK MICROPHONE MODULE

An optional gooseneck microphone module (type no. 100 7007 010) can be mounted to the dual display station to reduce picked up ambient noise and to improve the duplex switching in noisy areas.

Mounting

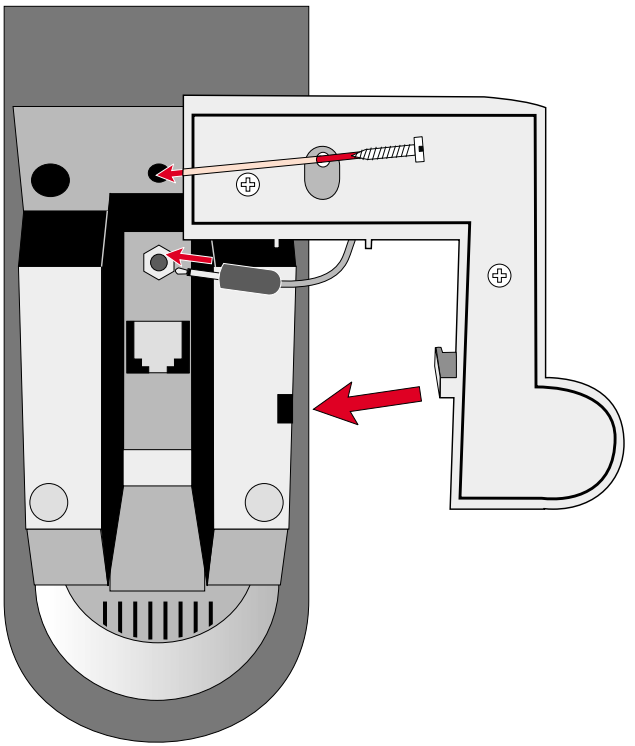
Turn the station with the bottom up

Slide the tap on the microphone foot into the notch in the station's side

Secure the microphone module to the station by inserting a screw

Plug the mini jack into the receptor just above the modular cable outlet

The internal microphone is automatically disconnected when the gooseneck microphone plug is inserted.



MINI MANUAL

Programming Single-touch keys	784 + number + press key
Make a call	Dial subscriber no.
High background noise level	Press M when you speak
End a call	C
All Call	84 + M to speak
Group Call	85 - 89 + M to speak
Answer All Call / Group Call	99
Paging	Subscr. no. + 44 - 47
Answer paging	96 or answer code shown in display
Radio programs	801 - 806 (off: C or 800)
Connect to telephone	0
Call Forward	71 + station number
Follow me	72 + own number
Reset Call Forward / Follow Me remotely	73 + station number
Read messages, remove absence message	70
Wake-up/reminder within 24 hours	7883 + hour + minute + M
Wake-up/reminder more than 24 hours	7883 + hour + minute + day + month
Call Request	623 + station number

Digits during conversation:				
Mute microphone/Menu step	0		Paging with calling station no	44
Repeat absence message	1		Paging with answer	45
Inquiry Call & Broker's Function	2		Text message paging	46
Call Transfer	3		Voice message paging	47
Door opening	6		Remotely change message	50
Send voice/text message	7		Remotely read message	51
Call Back	8		Busy Notify	57 or M
Search	9		Busy Override	58 or MM
Priority	M		Private/Message Override	59 or M

Standard messages			Voice messages	
771	Out at the moment (until xxxx)		660	Contact the switchboard
772	In a meeting (until xxxx hours)		661	Call phone number xx xx xx xx
773	Gone for the day / Back tomorrow xxxx)		663	Call home
774	Absent today (absent until xxxx)		664	Call your spouse
775	Busy at the moment (until xxxx)		666	Call me
776	Out for lunch (until xxxx)		667	Remember meeting (at xxxx hours)
777	On holiday (back on the xxxx)		668	There is a fax for you
778	Away for a few days (until xxxx)		669	There are deliveries for you
779	Not available / Contact me on telephone number xxxx			

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